

Contents

Preface — V

Editors — IX

Authors — XI

Part I: Introduction

Christian Czarnecki and Peter Fettke

- 1 Robotic process automation**
Positioning, structuring, and framing the work — 3

Part II: RPA management

Lukas-Valentin Herm, Christian Janiesch, Theresa Steinbach, and Daniel Wüllner

- 2 Managing RPA implementation projects**
A framework applied at SYSTHEMIS AG — 27

Frank Bensberg, Gunnar Auth, and Christian Czarnecki

- 3 Finding the perfect RPA match**
A criteria-based selection method for RPA solutions — 47

Adrian Hofmann, Tobias Prätori, Franz Seubert, Jonas Wanner, Marcus Fischer, and Axel Winkelmann

- 4 Process selection for RPA projects**
A holistic approach — 77

Stefan Rechberger and Stefan Oppl

- 5 Selecting processes for RPA**
A study of relevant key process indicators in the finance industry — 91

Corinna Rutschi and Jens Dibbern

- 6 Transforming and recombining routines to scale the implementation of software robots — 111**

Philipp Croon and Christian Czarnecki

- 7 Liability for loss or damages caused by RPA — 135**

Part III: RPA technology

Yara Rizk, Tathagata Chakraborti, Vatche Isahagian, and Yasaman Khazaeni

- 8 Towards end-to-end business process automation**
RPA composition and orchestration — 155

Andrés Jiménez Ramírez, Hajo A. Reijers, and José González Enríquez

- 9 Human–computer interaction analysis for RPA support**
Framework and new horizons — 169

Han van der Aa and Henrik Leopold

- 10 Supporting RPA through natural language processing — 187**

Simone Agostinelli, Andrea Marrella, and Massimo Mecella

- 11 Automated segmentation of user interface logs — 201**

Wil M. P. van der Aalst

- 12 Process mining and RPA**
How to pick your automation battles? — 223

Part IV: RPA applications

Christian Langmann and Julia Kokina

- 13 RPA in accounting — 243**

Mario Richard Smeets, Ralf Jürgen Ostendorf, and Peter Gordon Rötzel

- 14 RPA for the financial industry**
Particular challenges and outstanding suitability combined — 263

Oliver Gutermuth, Constantin Houy, and Peter Fettke

- 15 RPA for public administration enhancement — 285**

Peter Pfeiffer and Peter Fettke

- 16 Applications of RPA in manufacturing — 315**

Part V: RPA practice

Eldar Sultanow, Alina Chircu, René Plath, Daniel Friedmann, Tim Merscheid, and Kalpesh Sharma

17 AI evolves IA

A practitioner view on artificial intelligence information architecture — **349**

Adina Stenzel, Konstantin Ritschel, and Christoph Stummer

18 The broad use of RPA based on three practical cases — 377

Andreas Kronz and Thomas Thiel

19 Digitization applied to automate freight paper processing

How EgeTrans Internationale Spedition GmbH achieves end-to-end automation by an integrated application of RPA and OCR — **393**

Index — 403